

Notice of References Cited	Application/Control No. 09/776,610	Applicant(s)/Patent Under Reexamination HERBERT ET AL.	
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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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	B	US-5,911,134	06-1999	Castonguay et al.	705/9
	C	US-5,134,574	07-1992	Beaverstock et al.	702/84
	D	US-5,185,780	02-1993	Leggett, Ernest W.	379/265.08
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*	V	webarchive.org webpage of Dec 5, 1998, genesys.com, "Products & Services: Genesys DART", pp. 1-3
*	W	Business Wire, June 22, 1998, "New Expectations Software Wins Best of CTI Expo Designation"
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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*	V	"Help Desk Software Roundup", April 1998, Telemarketing and Call Center Solutions, v16n10, pp. 70-85, section on Applix inc.
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